

### Claims

What is claimed is:

1. A system for monitoring operations associated with a cleaning system at a first physical location, the cleaning system corresponding to a first customer account identified by an account identifier, the system comprising:

a monitor module detecting information originating at the first physical location, wherein the detected information is associated with operation of the cleaning system;

a database communicatively connected to the monitor module and storing the account identifier in association with the information detected at the first physical location, the database further storing corporate data in association with the information detected at the first physical location and the account identifier; and

an analysis application analyzing the information detected at the first physical location in relation with the corporate data to characterize operations associated with the cleaning system.

2. A system as defined in claim 1, wherein the monitor module comprises a detecting device located at the first physical location.

3. A system as defined in claim 2, wherein the monitor module comprises a detecting device integrated with a chemical dispenser dispensing a chemical product to the cleaning system.

4. A system as defined in claim 1, wherein the monitor module comprises a detecting device located at a location remote from the first physical location.

5. A system as defined in claim 1, wherein the monitor module and the database are communicatively connected by way of a communications network.

6. A system as defined in claim 5, wherein the analysis application is implemented on a client computer communicatively connected to the database.

7. A system as defined in claim 6, wherein the client computer is located at the first physical location.

8. A system as defined in claim 1, wherein the analysis application further analyzes the information detected at the first physical location and the corporate data against a target parameter specifying a desired data characteristic associated with one or more operations of the cleaning system, the analysis application identifying a situation wherein the desired data characteristic is not met.

9. A system as defined in claim 8, wherein the desired data characteristic relates to a utility cost associated with the cleaning system.

10. A system as defined in claim 8, wherein the desired data characteristic relates to energy consumption associated with the cleaning system.

11. A system as defined in claim 8, further comprising:  
a client computer communicatively coupled to the database for requesting retrieval of data stored therein, wherein the analysis application is implemented on the client computer in order to provide field service operators a user interface through which operations of the cleaning system may be monitored from a site remote from the first physical location.

12. A system as defined in claim 11, wherein the analysis application provides the field service operators with an ability to control operations of the cleaning system from the remote site.

13. A system as defined in claim 11, wherein the analysis application directs the client computer to issue an alarm command to the first physical facility upon detection of the desired data characteristic not being met.

14. A system as defined in claim 1, wherein the analysis application further analyzes the information detected at the first physical location against a target parameter specifying a desired data characteristic for a specific operation associated with the cleaning system relating to the first customer account, the analysis application identifying a situation wherein the desired data characteristic is not met.

15. A system as defined in claim 14, wherein the analysis application issues an alarm command to the first physical facility upon detection of the desired data characteristic not being met.

16. A system as defined in claim 14, wherein the desired data characteristic relates to water temperature.

17. A system as defined in claim 14, wherein the desired data characteristic relates to a dispensed amount of a chemical product to the cleaning system.

18. A system as defined in claim 1, further comprising a user terminal on which the analysis application is implemented to provide a report related to operations associated with the cleaning system.

19. A system as defined in claim 18, wherein the report comprises real-time data rendered by the analysis application.

20. A system as defined in claim 18, wherein the report comprises historical data rendered by the analysis application.

21. A system for monitoring operations associated with a cleaning system at a first physical location, the cleaning system corresponding to a first customer account identified by an account identifier, the data processing system comprising:

a monitor module detecting information originating at the first physical location, wherein  
5 the detected information is associated with operation of the cleaning system;

a database communicatively connected to the monitor module and storing the account identifier in association with the information detected at the first physical location, the database further storing corporate data in association with the information detected at the first physical location and the account identifier; and

10 an analysis application analyzing the information detected at the first physical location and the corporate data against a target parameter specifying a desired data characteristic associated with one or more operations of the cleaning system, the analysis application identifying a situation wherein the desired data characteristic is not met.

22. A system as defined in claim 21, wherein the desired data characteristic relates to  
15 a utility cost associated with the cleaning system.

23. A system as defined in claim 21, wherein the desired data characteristic relates to energy consumption associated with the cleaning system.

24. A system as defined in claim 21, further comprising:  
a client computer communicatively coupled to the database for requesting retrieval of  
20 data stored therein, wherein the analysis application is implemented on the client computer in order to provide field service operators a user interface through which operations of the cleaning system may be monitored from a site remote from the first physical location.

25. A system as defined in claim 24, wherein the analysis application provides the field service operators with an ability to control operations of the cleaning system from the  
25 remote site.

26. A system as defined in claim 24, wherein the analysis application directs the client computer to issue an alarm command to the first physical facility upon detection of the desired data characteristic not being met.

27. A system as defined in claim 21, wherein the analysis application issues an alarm command to the first physical facility upon detection of the desired data characteristic not being met.

28. A system as defined in claim 21, wherein the cleaning system is a laundry  
5 machine.

29. A system as defined in claim 21, wherein the cleaning system is a warewash machine.

30. A method for monitoring operations associated with a cleaning system at a first physical location, the cleaning system corresponding to a first customer account identified by an account identifier, the method comprising:

detecting information originating at the first physical location, wherein the detected  
5 information is associated with operation of the cleaning system;

storing the account identifier and the information detected at the first physical location in association with corporate data; and

analyzing the information detected at the first physical location in relation with the corporate data to characterize operations associated with the cleaning system.

10 31. A method as defined in claim 30, wherein the analyzing act comprises:

analyzing the information detected at the first physical and the corporate data against a target parameter specifying a desired data characteristic for a specific operation associated with the cleaning system relating to the first customer account in order to identify a situation wherein the desired data characteristic is not met.

15 32. A method as defined in claim 31, further comprising:

sending a notification to the first physical facility that the desired data characteristic is not met.

33. A method as defined in claim 32, wherein the desired data characteristic relates to a utility cost associated with the cleaning system.

20 34. A method as defined in claim 32, wherein the desired data characteristic relates to energy consumption associated with the cleaning system.

35. A method as defined in claim 31, further comprising:

generating a report related to operations associated with the cleaning system.

25 36. A method as defined in claim 33, wherein the report comprises real-time data rendered by the analyzing act.

37. A method as defined in claim 36, wherein the report comprises historical data rendered by the analyzing act.